Aircraft Dispatcher

AIRCRAFT DISPATCHER – ACDP

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COURSE INTRODUCTION AND INSTRUCTIONS

I.   INTRODUCTION

This course was developed following the 1999 fire season in Nevada when it became apparent that there was a lack of available qualified Aircraft Dispatchers.

This course is not sponsored by NWCG.

This training addresses the standards, procedures, and techniques inherent in aircraft dispatching and is designed to provide students with the knowledge and skills necessary to perform the Aircraft Dispatcher job.

The course consists of eight formal units and several exercises that take approximately 24 hours to present.

II.   COURSE INSTRUCTIONS

The Instructor Guide contains all the information necessary for the course coordinator, instructors, and students. The course instructions contain information concerning course administration. Subject material is presented in units of instruction. Exercises in the units are designed to demonstrate procedures. Reference material is provided to assist the student both in the classroom and on the job.

III.   COURSE OBJECTIVES

Course objectives are stated in broad terms, which define what the student will be able to do upon completion of the course.

Upon successful completion of the Aircraft Dispatcher Course, the student will be able to:

- Describe the roles and responsibilities of an aircraft dispatcher within the organization.

- Complete the appropriate Resource Orders when mobilizing air resources such as airtankers, helicopters, and smokejumpers.

- Describe the importance of airspace management during wildfire operations and actions/procedures followed by an aircraft dispatcher to mitigate airspace conflicts.

- Identify types of frequencies commonly used during wildfire operations and the reference materials utilized for frequency management.

- Determine when flight following is required and identify appropriate method for given situations.

- Use and complete administrative forms such as FS-122, OAS-23, SAFECOM, etc., and follow procedures and guidelines associated with those forms.

III. INSTRUCTOR'S GUIDE

The Instructor's Guide contains the information necessary for the course coordinator and the instructors to present the course. The Instructor's Guide is comprised of printed materials consisting of a detailed lesson outline for each unit/lesson. Throughout these units/lessons there are notes to the instructor presented in a shadowed text box with bold font.

This is an example of an instructor note.

Instructor notes need to be read carefully and followed closely. The instructor notes are intended to aid the instructor with course presentation. Other supporting materials–handouts, PowerPoint slides, instructor references, and appendices–are also placed in the Instructor's Guide and are noted in the Aids and Cues column of the detailed lesson plan

A CD-ROM disk is used to add the visual support aids for the course. These visual support aids are noted as EP. For example what was traditionally known as a slide (SL) or overhead transparency (OT) is a PowerPoint slide (EP). The PowerPoint presentations can be enhanced with photos, etc., to meet local needs.

The course contains an Instructor Guide as well as a Student Guide that somewhat mirrors the Instructor Guide.

The Student Guide provides a structured means for the students to write down key points and other important information. The Student Guide should become a reference text for the students after the course.

IV.   UNIT AND LESSON PRESENTATIONS

This course and the organization of units and lessons are designed to involve students in group exercises that they may encounter in aircraft dispatching activities when supporting a wildland fire incident or tracking other aircraft activities.

Each instructor is responsible for the presentation of each assigned lesson. All information needed for instruction within the unit is given in a lesson plan outline.

Student participation in both the lesson presentations and exercises is critical to the success of the course and the individual.

The course coordinator/lead instructor should ensure students are given regular breaks throughout the course.

V.   STUDENTS

A.   Target Group

This training is designed for individuals who have some or no previous training or experience in the aircraft dispatch function.

B.   Prerequisites

1.   Training Courses

Nominated students should have successfully completed

- Introduction to ICS, I-100

- Basic Fire Suppression Orientation, S-110

- Dispatch Recorder, D-110

2.   Prerequisite Experience. None

3.   Recommended Experience. Any or all of the following will be helpful:

Fire dispatch, aircraft dispatch, dispatch recorder

VI.   CLASS SIZE AND ORGANIZATION OF THE STUDENT GROUPS

Because of the interactive nature of the course, the ideal class size is 25 students divided into five (5) groups of five (5) persons each.

Classroom seating should be arranged to accommodate group exercises. Adequate room facilities and space is essential to the success of the course.

When selecting students for each group, the course coordinator should maintain a balance of experience (separating persons from the same unit or geographical area).

The course coordinator/lead instructor and cadre should be present at all classroom sessions.

VII. LEAD INSTRUCTOR/CADRE

A. Cadre Qualifications and Participation

Due to the interactive nature of the course and the complexity of the ACDP job itself, course instruction should be conducted by highly-experienced instructors.

B. Course Coordinator/Lead Instructor

The individual assigned should have excellent organizational and coordination skills, have good attention to detail, and be willing to devote time outside the course hours to prepare for the next day's activities.

C. Instructors

1. The lead instructor must be an experienced Aircraft Dispatcher and skilled in all unit subject areas.

The course coordinator/lead instructor and instructors should discuss lesson plan assignment from the standpoint of their experience, qualifications, and ability to relate to the material in a particular lesson.

Instructors need to be current experienced Aircraft Dispatchers.

2. Each instructor should be familiar with all course exercises.

Instructors with broad experience in different geographic areas of the country are helpful to students when addressing questions or area-specific situations encountered. Relating personal experiences in order to enhance course presentation is encouraged. Personal experiences as examples to illustrate proper or improper process and alternatives are very effective. However, any diversions from the outline should be short and to the point.

D. Cadre Meeting(s)

Unless all instructors have presented the course before and are familiar with the conduct of the exercises, a pre-course cadre meeting or conference call with all instructors present could be beneficial.

VIII. COURSE INSTRUCTIONS

The following material contains directions and information essential to the coordination and presentation of the course.

The course coordinator and lead instructor should review these instructions prior to instructor cadre selection.

A. Develop Course Schedule/Agenda

The course coordinator/lead instructor and individual instructors may use the sample course agenda on pages 7 and 8 as a guide. Some lessons and exercises may take longer than intended; however, others may end quicker than estimated. This is acceptable.

B. Set up pre-established groups of students. The groups should not be any larger than five students

C. Remember that units of instruction can be moved around to fit into instructor's schedules or a perceived better logical order. Also, some regional- or agency-specific topics may need to be addressed which might necessitate moving core units of instruction around to fit time frames.

SAMPLE AIRCRAFT DISPATCHER AGENDA

Day 1

0800-0830	Unit 0 – Course Introduction and Logistics
0830-0900	Unit 1A – Flight Criteria and Classification
0900-0915	Break*
0915-1000	Unit 1B – Aircraft Sources
1000-1015	Break*
1015-1200	Unit 1C – Aircraft Ordering Procedures and Exercise
1200-1300	Lunch
1300-1340	Unit 1D – Point Location Descriptions
1340-1430	Unit 2 – Administration
1430-1445	Break*
1445-1545	Unit 2 – Administration (continued)
1545-1600	Break*
1600-1640	Unit 2 – Administration (continued)
1640-1700	Wrap up and daily review

Day 2

0800-0830	Review
0830-0900	Unit 3 – Flight Following
0900-0915	Break*
0915-1015	Unit 3 – Flight Following (continued)
1015-1030	Break*
1030-1130	Unit 4 – Aircraft Use Report
1130-1230	Lunch
1230-1330	Unit 5 – Communications
1330-1340	Break*
1340-1450	Unit 6 – Airspace Coordination
1450-1500	Break*
1500-1600	Unit 6 – Airspace Coordination (continued)
1600-1610	Break*
1610-1710	Unit 6 - Airspace Coordination (continued)
1710-1730	Wrap up and daily review

Aircraft Dispatcher Agenda, continued

<u>Day 3</u>

	Unit 7—IAMS/CAHIS	Unit 8—Airspace Mapping
0800-0815	Review/critique	
0815-1200	Group "A"	Group "B"
1200-1300	Lunch	
1300-1645	Group "B"	Group "A"
1645-1700	Break*	
1700-1715	Close out	

* Adjust breaks as appropriate.

SAMPLE STUDENT LETTER

[Date]

Dear ACDP Participant:

You have been selected to attend the Aircraft Dispatcher (ACDP) course in [location]. The course starts *[Date and Time]* and ends *[Date and Time]*.

When making travel arrangements for the course, make sure to be on time for the course and to make arrangements to travel home after the end of the course.

If necessary, you are responsible for making your own arrangements for approval of overtime or compensation time for travel outside normal work hours.

Additionally, you are expected to bring to the course your own:

If you have any questions or concerns, please call *[Name of Course Coordinator]*, at *[Course Coordinator Phone Number]*.

Sincerely,

[Course Coordinator Name]

XI.   EVALUATIONS

The course evaluation is completed at the end of the class by each student. The course coordinator/lead instructor needs to consolidate the findings and forward them to the hosting geographic area training center.

XII.   FACILITIES AND EQUIPMENT

A.   Training Facility

The characteristics of the classroom and support facilities influence the quality of any course. General recommendations and guidelines for selecting facilities can be found in the Course Coordinator's Guide, NFES 2226.

The room should be large enough to comfortably accommodate up to 30 people (including instructors), allowing enough space for groups to work interactively both standing and sitting at round tables.

The cadre itself needs either a small separate cadre room nearby or a large area at the back of the room in which to work, prepare for exercises, etc.

In the room, the ability to alter lighting variably and independently in both the front and back of the room is critical for the PowerPoint projector presentations.

B.   Computer Lab (if available)

The computer lab should have sufficient terminals to accommodate two students per computer.

The computer lab must have an instructor computer with CD-ROM and LCD projector and screen.

B.   Equipment

1.   Video

The ACDP video is used with a VCR and monitor.

2.   Slides

There are no hard-copy mounted slides available for this course. The slides are available only in a computer-based PowerPoint format for presentation on the ACDP CD-ROM.

Procuring equipment with the power, capability, and functionality to present slides in a non-darkened room using PowerPoint presentation equipment and software is critical to the success of this course.

For the course, this format will require a computer, software, and computer projection system with the following specifications:

a.   One (1) CD-ROM drive for loading the PowerPoint presentation on to the computer hard drive.

b.   Pentium-class computer is required.

c.   Projector

Portable projector consisting of a color data and video LCD desktop projection system tied to the computer.

d.   Infrared or radio remote mouse (slide changer), if available

Remote mouse with associated infrared receiver hooked to the computer, and software installed to run the mouse (the "air" mouse is similar to a remote slide advance system).

e.   Infrared laser pointer with batteries

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     f.   Large 8' x 8' screen

     g.   Small table to accommodate computer and projection system.

XIII. TIME FRAME

The course has been designed to be completed within 24 hours.

XVI. MATERIALS LIST TO ACQUIRE

Unit 0   None

Unit 1
   Unit 1A   None
   Unit 1B   None
   Unit 1C   None
   Unit 1D   None

Unit 2   None

Unit 3   None

Unit 4   OAS-23, FS-122
        Contact your local Aviation Manager

Unit 5   None

Unit 6   Interagency Airspace Coordination Guide
        Download from:
        http://www.fs.fed.us/r6/fire/aviation/airspace/asguide.html

        Near Mid-Air Collision video
        Contact your geographic area training coordinator for a copy.

Unit 6 (continued)	*The Complete Airspace Review* video Purchase from King Schools, Inc. Telephone: 1-800-854-1001 Price: $29.95/video
Unit 7	IAMS User Guide Downloadable from: www.nifc.blm.gov – Click "Aviation" TFR Guide Downloadable from: www.nifc.blm.gov – Click "Aviation"
Unit 8	*Safe Flying in Special Use and Other Airspace* video Contact your geographic area training coordinator for a copy. **See the next page for additional items for Unit 8.**

ORDERING INFORMATION

AP/1A and AP/1B Books:

1.   Download the AP/1A and AP/1B Books from:
https://164.214.2.62/products/digitalaero/index.cfm

From the "Planning and Enroute Supplements" section, select either the "AP/1A" or "AP/1B" link.

2.   Order from the National Aeronautical Charting Office (NACO):
Telephone (301) 436-8301 or (800) 638-8972
www.naco.faa.gov

From the "Catalogs/Ordering Info" link. Scroll down the page to the NIMA and NOAA Chart Catalog section. Select the "NIMA Worldwide Aeronautical Charts" link for pricing and ordering information.

AP/1B Charts:

1.   Order from the National Aeronautical Charting Office (NACO):
Telephone (301) 436-8301 or (800) 638-8972
www.naco.faa.gov

From the "Catalogs/Ordering Info" link. Scroll down the page to the NIMA and NOAA Chart Catalog section. Select the "NIMA Worldwide Aeronautical Charts" link for pricing and ordering information.

2.   If available, download the AP/1B Charts from:
https://164.214.2.62/products/digitalaero/index.cfm

From the Flight Information Planning section, select the "Enroute Charts" link.

Sectional Aeronautical Charts:

1.   Order from the National Aeronautical Charting Office (NACO):
          Telephone (301) 436-8301 or (800) 638-8972
          www.naco.faa.gov

          From the "Catalogs/Ordering Info" link, select the "VFR Charts" link; select the "Sectional Aeronautical Charts" link for pricing and ordering information.

2.   To purchase locally, check the NACO website for local NACO agents in your area.
          Telephone (301) 436-8301 or (800) 638-8972
          www.naco.faa.gov

          Select the "Agent Listings" link and complete the query.

Aeronautical Chart User's Guide:

Order from the National Aeronautical Charting Office (NACO):
          Telephone (301) 436-8301 or (800) 638-8972
          www.naco.faa.gov

          From the "Catalogs/Ordering Info" link, select the "Supplemental Charts/Pubs" link, then select the "Aeronautical Chart User's Guide" link for pricing and ordering information.

Other References:

One copy of the following references should be on display for student use:

- National Interagency Mobilization Guide (NFES 2092)
- Geographic Area Mobilization Guide
- Interagency Aviation Technical Assistance Directory (NFES 2512)
- Aircraft Identification Guide (NFES 2393), or Jane's World Aircraft Recognition Handbook
- Interagency Aviation Transport of Hazardous Materials (NFES 1068)
- Call-When-Needed Helicopter Services Contracts (NFES 2168)
- Expanded Dispatch Job Aids (NFES 2400, August 1994)
- Fireline Handbook (NFES 0065)
- Military Use Handbook (NFES 2175)
- Interagency Helicopter Operations Guide (NFES 1885)
- State and Unit Aviation Plans
- Interagency Airspace Coordination Guide
- Interagency Airtanker Base Directory (NFES 2537)
- Flight Guide - Airport and Frequency Manual
- FAR AIM (updated annually)